October 15, 2019

Notice of Data Breach

Dear Valued Customer,

We are notifying you of a recent malicious third-party data incident impacting RNH.com. We want to make sure you have the facts about what happened, what data was involved, and the steps we are taking to help protect you.

What Happened

On September 9, 2019, RNH.com experienced a security incident wherein a malicious hacker exploited a security vulnerability on the RNH.com website in order to gain access to and download certain user online account information. Upon detecting the malicious activity, we immediately updated the website to remediate this vulnerability and prevent further exploits. At this time, there is no evidence to suggest that there has been any attempt to misuse any of the information. As a result of this incident, we have partnered with ID Experts to provide you this notification.

What Information Was Involved

Based on our records, the security incident may have affected the following data fields associated with your online account on the RNH.com website:

- Usernames and e-mail addresses
- Publicly available business details including contact information, physical addresses, mailing addresses, and venue details
- Order History
- Encrypted Passwords

***Please note: Financial/credit card/bank information was <u>NOT</u> compromised. By design, RNH.com does not collect or store sensitive personal data such as credit cards or social security numbers. We have taken extra precautions to ensure that no financial or sensitive personal data was ever processed through the RNH.com website.**

What We Are Doing

We have contained this isolated incident. In addition, while passwords were encrypted, out of an abundance of precaution, we have reset your password on RNH.com. We are also continuing to take steps to mitigate the risk to customers including launching our new website in the coming months.

In addition, while there is no evidence that any user data has been misused, we understand that you may have concerns. Because the security of your information and peace of mind are important to us, we are offering identity theft protection services through ID Experts®, the data breach and recovery services expert, to provide you with MyIDCare™. MyIDCare services include: 12 months of credit and CyberScan monitoring, a $1,000,000 insurance reimbursement policy, and fully managed id theft recovery services. With this protection, MyIDCare will help you resolve issues if your identity is compromised.

What You Can Do

Please CLICK HERE **to create a new password that will allow you to gain access to your account.** We also recommend you that monitor your e-mail for suspicious activity. If you use the same or similar password on other websites we recommend you reset those as well.

Identity Theft Protection. We encourage you to contact ID Experts with any questions and to enroll in free MyIDCare services by calling 1-833-967-1096 or going to https://ide.myidcare.com/rnh-theatricals and using the Enrollment Code provided below. MyIDCare experts are available Monday through Friday from 6 am - 6 pm Pacific Time. Please note the deadline to enroll is January 15, 2020.

Enrollment Code:

Again, at this time, there is no evidence that your information has been misused. However, we encourage you to take full advantage of this service offering. MyIDCare representatives have been fully versed on the incident and can answer questions or concerns you may have regarding protection of your personal information.

For More Information

We are dedicated to helping you protect your privacy and we truly regret that this incident occurred. You will find detailed instructions for enrollment on the enclosed Recommended Steps to Help Protect Your Information. Also, you will need to reference the Enrollment Code when calling or enrolling online, so please do not discard this email.

Please call 1-833-967-1096 or go to https://ide.myidcare.com/rnh-theatricals for assistance or for any additional questions you may have.

Sincerely,

R&H Theatricals

Recommended Steps to Help Protect Your Information

1. Website and Enrollment. Go to https://ide.myidcare.com/rnh-theatricals and follow the instructions for enrollment using your Enrollment Code.

2. Activate the credit monitoring provided as part of your MyIDCare membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, MyIDCare will be able to assist you.

3. Telephone. Contact MyIDCare at 1-833-967-1096 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

4. Review your credit reports. We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled in MyIDCare, notify them immediately by calling or by logging into the MyIDCare website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

5. Place Fraud Alerts with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three bureaus is as follows:

Credit Bureaus

Equifax Fraud Reporting P.O. Box 105069 Atlanta, GA 30348-5069, 1-866-349-5191, www.equifax.com

Experian Fraud Reporting P.O. Box 9554 Allen, TX 75013, 1-888-397-3742, www.experian.com

TransUnion Fraud Reporting P.O. Box 2000 Chester, PA 19022-2000, 1-800-680-7289, www.transunion.com

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

Please Note: No one is allowed to place a fraud alert on your credit report except you.

6. Security Freeze. By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. There is no cost to freeze or unfreeze your credit files.

7. You can obtain additional information about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

California Residents: Visit the California Office of Privacy Protection (http://www.ca.gov/Privacy) for additional information on protection against identity theft.

All US Residents: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, www.consumer.gov/idtheft, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.